

**PROPOSED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH
CONSUMER ADVISORY COMMITTEE**

**Monday, November 14, 2005 1:00 PM
CMH Building A - Board Room**

Members Present: Donna Elston, Wendy Johnson, Kristi Nale, San-Dee Stradley, Lucile VanKoevering, James Veling

Members Absent: Sue Buist, Elizabeth Motman, Marie Ready

Staff Present: Kathy Coffey, Gerry Cyranowski, Gentry Mohr, Dana Gezon, Erin Rotman, Kelly Sall

Guests Present: Jen Mayo

I. Review/Approve Agenda

A. The proposed agenda was approved with no changes.

II. Review/Approve Minutes

A. The minutes from the meeting on October 10, 2005, were approved with no changes.

III. Reports

A. Director of Recipient Rights & Training Introduction

1. Gerry Cyranowski and Gentry introduced Dana Gezon as the new Director of Recipient Rights and Training. Dana has been with the County for 29 years, previously serving as the Staff Development Coordinator.

B. Introduction of New Committee Members

1. The committee welcomed two new members, Paul and Angie, and everyone introduced themselves.

C. Contract Management

1. Provider Report Card: Kathy Coffey reported that she will report on the December contracts next month.

2. Site Review Tool: Kathy presented and discussed with members the review tool used at residential site visits. Kathy reported that two CMH staff review every home that has a contract with CMHOC. When used on visits, the tool is printed on carbon paper, and a copy is left with the home manager. After the review, a letter is sent to the homes requesting corrective action if needed, and the file is left open until proof is sent that corrective action has been completed. Members discussed the question on the review tool.

3. Quarterly Site Visit Report: Kathy reviewed and discussed the Quarterly Site Visit Report with committee members.

D. CMH Recipient Rights Report

1. Monthly: Gentry reported that in October she opened four cases and closed three cases. She currently has

one open case that is an intervention. The committee reviewed and discussed the cases.

2. Annual Report: Dana reported on the Recipient Rights Annual Report. During Fiscal Year 04/05, there were 64 complaints that involved 91 allegations. Of those, 75 were investigated.

Dana reviewed the substantiated rights violations, training actions, training provided, and desired outcomes. After reviewing the outcomes, members recommended that the ORR change the wording on number two and number six. For outcome two, regarding providing rights training, members recommended changing it to read "provide an average of two hours per month" instead of training "a total of 120 consumers/family members/guardians". For outcome six, regarding consumer participation, members recommended that it read "maintain at an average of 600 hours per month" instead of "increase this calendar year by 25%". Dana will bring these recommendations to the Board in December.

E. Consumer Comments

1. Kelly reported that there were two new consumers comments and she provided an update on a previous comment:
 - a. Regarding a comment from March to get Internet access and more computers at the Lakeshore Clubhouse, Gerry reported at a public CMH Board meeting that he was having some success in working with the County to secure used computers for consumer operated programs.
 - b. One new positive comment was in regards to the Lakeshore Clubhouse. A letter was sent thanking the consumer for the response, and the comment was forwarded to the Clubhouse staff, supervisor, and CMH administration.
 - c. The second new comment was unintelligible. The consumer was contacted, but Kelly did not receive a response.
2. Members reviewed and discussed these comments with Kelly.

F. Service Authorization

1. This report is deferred to the next meeting.

IV. Old Business

A. Children's Resource Network (CRN) Survey Update

1. Erin reported on behalf of Tracy Taylor, regarding the number of surveys CRN sent out. For the MI Child Respite Survey conducted in June 2005, CRN sent out 64 surveys and received 29 responses. Members requested that Tracy find out what mailing list CRN is using, since one member of the committee received a survey and he does not use the respite funds.

V. New Business

A. Sentinel Event Information

1. Dana reported that the Sentinel Event Policy and flowchart are changing due to new State requirements. A sentinel event is defined as any unexpected occurrence that results in death or serious injury in one of the following populations: 24-hour specialized residential homes, homes receiving community living supports, persons receiving case management/supports coordination, ACT, Home Based Services, Wrap around Services, and Hab Support Waiver. The changes from the State require CMH to now report arrests and convictions, as there is a risk of psychological harm to these consumers.

B. Membership

1. Bylaw Revision: In the September CAC meeting, consumers discussed the appropriateness of a CMH provider serving as a member of the CAC. Members agreed that this situation would represent a conflict of interest. Consumers recommended that this recommendation be added to the Bylaws under Section I, Committee Organization. Members also recommended defining primary and secondary consumers. Gentry, Dana, and Erin will incorporate these changes in the Bylaws and will present them to members at the next meeting.

2. Application Revision: The committee members reviewed the draft of the application that was included in the agenda and recommended that "Membership Type", "Primary", and "Secondary" headings be removed.

VI. Next Meeting
Monday, December 12, 2005
1:00 p.m. - 3:00 p.m.
A Building, Board Room

Agenda

- I. Review/Approve Agenda
- II. Review/Approve Minutes:
 - A. October 10, 2005 (Attachment A)
- III. Reports
 - A. Director of Recipient Rights & Training Introduction – Gerry
 - B. Introduction of New Committee Members (Attachment B)
 - C. Contract Management – Kathy
 1. Provider Report Card (Attachment C)
 2. Site Review Tool (Attachment D)
 3. Quarterly Site Visit Report (Attachment E)
 - D. CMH Recipient Rights Report
 1. Monthly Report
 2. Annual Report (Attachment F)
 - E. Consumer Comments (Attachment G) – Kelly
 - F. Service Authorization Data – Sue
 - G. CAC QI Report (Attachment H) - Dana
- IV. Old Business
 - A. CRN Survey Update -Erin
- V. New Business
 - A. Sentinel Event Information (Attachment I)- Dana
 - B. Membership
 1. Bylaw Revision (Attachment J)
 2. Application Revision (Attachment K)
 - C. CMH Board Minutes (Attachment L)
- VI. Next Meeting:
December 12, 2005

1:00 p.m. - 3:00 p.m.
Board Room